

**Lab Work (Blood Work) Services
Frequently Asked Questions (FAQs)
Highmark Delaware Members**

1. Who are Highmark Delaware's in-network non-hospital affiliated preferred labs in Delaware?

In Delaware, LabCorp is Highmark Delaware's only in-network non-hospital affiliated preferred lab.

2. Who are Highmark Delaware's in-network non-hospital affiliated preferred labs outside of Delaware?

Highmark members will need to search for out-of-state, in-network non-hospital affiliated preferred labs using [Highmark's online Provider Search Tool](#). Lab services not obtained at in-network non-hospital affiliated preferred labs may not be covered under the plan. Members should call Highmark Customer Service at 1-844-459-6452 with questions.

3. Will I be responsible for multiple copays if I have multiple lab slips for blood work?

Members who present multiple lab slips from one or more physicians (who are all contracted with the State of Delaware) during the same lab visit will only be responsible for one copay.

If one of the physicians are not contracted in Delaware, then LabCorp may bill the member two separate claims and copays. In this case, the member should contact Highmark Customer Service at 1-844-459-6452.

4. If there is a lab located in my doctor's office and I use it to get my lab work done, what copays will I be charged?

If the office visit and lab work are billed from the same provider (i.e. your doctor), you will be responsible for paying the office visit copay and the lab work will be covered at 100%.

If the office visit and lab work are billed from different providers (i.e. your doctor and the lab), you will be responsible for paying the office visit copay and the lab copay.

5. If a sample is taken during my doctor's visit and my doctor sends the sample to a hospital lab or lab other than LabCorp, what copay will I be charged?

Members will be charged a \$20 copay for lab work done at hospital labs. While Highmark has done provider communications, members should ask/remind their provider to send tests to in-network non-hospital affiliated preferred labs. In Delaware, this is LabCorp.

6. Do the copay differentials for site of care effective July 1, 2018 include pediatric tests?

Yes, the copays effective July 1, 2018 as outlined on [SBO's website](#) applies to all member tests, including pediatric tests. Members can find pediatric collection locations on [LabCorp's website](#).

7. Do the copay differentials for site of care effective July 1, 2018 include inpatient tests?

No, the copays effective July 1, 2018 as outlined on [SBO's website](#) only apply to outpatient tests.